

Adult Consumer Perception Survey Data - Bay Area Region - May 2007

Total Number of RECEIVED Bay Area Region Surveys

		Frequency
Valid	May 2007	7977

Total Number of COMPLETED Bay Area Region Surveys

		Frequency
Valid	May 2007	5847

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Valid Percent
Valid	Refused	955	48.0
	Impairment	199	10.0
	Language	326	16.4
	Other	510	25.6
	Total	1990	100.0
Missing		140	
Total		2130	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	2654	46.4
	Male	3050	53.3
	Other	14	.2
	Total	5718	100.0
Missing		129	
Total		5847	

Ethnicity

		Frequency	Valid Percent
Valid	African American	791	14.3
	Asian/Pacific Islander	638	11.6
	Hispanic	1049	19.0
	Native American	72	1.3
	White	2496	45.3
	Other	192	3.5
	More than 1 race	277	5.0
	Total	5515	100.0
Missing		332	
Total		5847	

Age Categories

	Frequency	Valid Percent
Valid 18 - 25 years old	482	8.5
26 - 35 years old	1027	18.2
36 - 45 years old	1634	28.9
46 - 59 years old	2513	44.4
Total	5656	100.0
Missing	191	
Total	5847	

Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid This is my first visit here	149	2.8
> 1 visit, but < one month	192	3.7
1 to 2 months	441	8.4
3 to 5 months	434	8.3
6 months to 1 year	656	12.5
More than 1 year	3383	64.4
Total	5255	100.0
Missing	592	
Total	5847	

What was the primary reason you became involved with this program?

	Frequency	Valid Percent
Valid I decided to come in on my own	1900	38.1
Someone else recommended that I come in.	2804	56.2
I came in against my will.	282	5.7
Total	4986	100.0
Missing	861	
Total	5847	

Were the services you received provided in the language you prefer?

	Frequency	Valid Percent
Valid No	204	4.1
Yes	4739	95.9
Total	4943	100.0
Missing Unknown	904	
Total	5847	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	295	6.0
	Yes	4585	94.0
	Total	4880	100.0
Missing	Unknown	967	
Total		5847	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	85	1.5
	English	5510	94.7
	Russian	1	.0
	Spanish	225	3.9
	Total	5821	100.0
Missing		26	
Total		5847	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	1992	34.1
	Yes	3855	65.9
	Total	5847	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	5567	95.2
	Yes	280	4.8
	Total	5847	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	5715	97.7
	Yes	132	2.3
	Total	5847	100.0

A member of my family helped me.

	Frequency	Valid Percent
Valid No	5583	95.5
Yes	264	4.5
Total	5847	100.0

A professional interviewer helped me.

	Frequency	Valid Percent
Valid No	5697	97.4
Yes	150	2.6
Total	5847	100.0

My clinician / case manager helped me.

	Frequency	Valid Percent
Valid No	5469	93.5
Yes	378	6.5
Total	5847	100.0

A staff member other than my clinician or case manager helped me.

	Frequency	Valid Percent
Valid No	5612	96.0
Yes	235	4.0
Total	5847	100.0

Someone else helped me.

	Frequency	Valid Percent
Valid No	5668	96.9
Yes	179	3.1
Total	5847	100.0

If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?

	Frequency	Valid Percent
Valid No	1524	87.6
Yes	216	12.4
Total	1740	100.0
Missing	132	
Total	1872	

If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	1424	82.7
Yes	298	17.3
Total	1722	100.0
Missing	150	
Total	1872	

If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .

	Frequency	Valid Percent
Valid Been reduced	385	23.7
Stayed the same	171	10.5
Increased	57	3.5
Not Applicable (No police encounters this year or last year)	1011	62.3
Total	1624	100.0
Missing	248	
Total	1872	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?

	Frequency	Valid Percent
Valid No	2938	92.7
Yes	230	7.3
Total	3168	100.0
Missing	215	
Total	3383	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?

	Frequency	Valid Percent
Valid No	2920	92.6
Yes	233	7.4
Total	3153	100.0
Missing	230	
Total	3383	

**If you have been receiving services for MORE THAN ONE YEAR,
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	494	16.3
	Stayed the same	260	8.6
	Increased	77	2.5
	Not Applicable (No police encounters this year or last year)	2201	72.6
	Total	3032	100.0
Missing		351	
Total		3383	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	20	.3
	Somewhat Dissatisfied	126	2.2
	Neutral	729	12.7
	Satisfied	2759	47.9
	Very Satisfied	2120	36.8
	Total	5754	100.0
Missing		93	
Total		5847	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	18	.3
	Somewhat Dissatisfied	76	1.3
	Neutral	761	13.5
	Satisfied	2673	47.5
	Very Satisfied	2105	37.4
	Total	5633	100.0
Missing		214	
Total		5847	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	49	.9
	Somewhat Dissatisfied	199	3.7
	Neutral	1121	20.8
	Satisfied	2330	43.3
	Very Satisfied	1682	31.3
	Total	5381	100.0
Missing		466	
Total		5847	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	88	1.6
	Somewhat Dissatisfied	388	7.3
	Neutral	1394	26.1
	Satisfied	2193	41.0
	Very Satisfied	1281	24.0
	Total	5344	100.0
Missing		503	
Total		5847	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	70	1.3
	Somewhat Dissatisfied	255	4.7
	Neutral	1289	23.6
	Satisfied	2436	44.7
	Very Satisfied	1405	25.8
	Total	5455	100.0
Missing		392	
Total		5847	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	35	.6
	Somewhat Dissatisfied	224	4.1
	Neutral	1331	24.5
	Satisfied	2587	47.7
	Very Satisfied	1246	23.0
	Total	5423	100.0
Missing		424	
Total		5847	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	48	.8
	Somewhat Dissatisfied	91	1.6
	Neutral	568	9.7
	Satisfied	2396	41.0
	Very Satisfied	2744	46.9
	Total	5847	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	5754	1.00	5.00	4.2138	.70041
appscale	5633	1.00	5.00	4.1864	.68581
txscale	5381	1.00	5.00	4.1477	.78462
socscale	5344	1.00	5.00	3.8554	.88263
funscale	5455	1.00	5.00	3.8873	.83981
outscale	5423	1.00	5.00	3.9057	.76629
satscale	5847	1.00	5.00	4.3206	.73748
Valid N (listwise)	4881				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid		
Terrible	206	3.8
Unhappy	378	6.9
Mostly Dissatisfied	347	6.4
Mixed	1682	30.8
Mostly Satisfied	1185	21.7
Pleased	1053	19.3
Delighted	604	11.1
Total	5455	100.0
Missing	392	
Total	5847	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	5450	1.00	7.00	4.7316	1.50035
Valid N (listwise)	5450				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	5433	1.00	7.00	4.6958	1.33380
Valid N (listwise)	5433				

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Valid Percent
Valid	Not at all	797	15.9
	Less than once a month	774	15.4
	At least once a month	918	18.3
	At least once a week	1139	22.7
	At least once a day	1103	21.9
	No family / Not applicable	297	5.9
	Total	5028	100.0
Missing		819	
Total		5847	

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	4961	1.00	7.00	4.7232	1.60009
Valid N (listwise)	4961				

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Valid Percent
Valid	Not at all	725	13.9
	Less than once a month	569	10.9
	At least once a month	1041	20.0
	At least once a week	1721	33.1
	At least once a day	836	16.1
	Not applicable	308	5.9
	Total	5200	100.0
Missing		647	
Total		5847	

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Valid Percent
Valid	Not at all	1319	26.5
	Less than once a month	295	5.9
	At least once a month	506	10.2
	At least once a week	844	17.0
	At least once a day	957	19.2
	Not applicable	1056	21.2
	Total	4977	100.0
Missing		870	
Total		5847	

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	5135	1.00	7.00	4.7339	1.34537
Valid N (listwise)	5135				

QOL_8A. During the past month, did you generally have enough money to cover food?

	Frequency	Valid Percent
Valid No	1164	22.0
Yes	4138	78.0
Total	5302	100.0
Missing	545	
Total	5847	

QOL_8B. During the past month, did you generally have enough money to cover clothing?

	Frequency	Valid Percent
Valid No	1815	34.4
Yes	3456	65.6
Total	5271	100.0
Missing	576	
Total	5847	

QOL_8C. During the past month, did you generally have enough money to cover housing?

	Frequency	Valid Percent
Valid No	963	18.3
Yes	4288	81.7
Total	5251	100.0
Missing	596	
Total	5847	

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

	Frequency	Valid Percent
Valid No	1765	33.5
Yes	3500	66.5
Total	5265	100.0
Missing	582	
Total	5847	

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Valid Percent
Valid	No	2702	51.8
	Yes	2515	48.2
	Total	5217	100.0
Missing		630	
Total		5847	

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Valid Percent
Valid	No	4980	92.3
	Yes	415	7.7
	Total	5395	100.0
Missing		452	
Total		5847	

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Valid Percent
Valid	No	4686	87.6
	Yes	662	12.4
	Total	5348	100.0
Missing		499	
Total		5847	

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Valid Percent
Valid	No arrests	4917	95.6
	1 arrest	148	2.9
	2 arrests	35	.7
	3 arrests	19	.4
	4 or more arrests	25	.5
	Total	5144	100.0
Missing		703	
Total		5847	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	5366	1.00	7.00	4.8153	1.39380
Valid N (listwise)	5366				

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	5279	1.00	7.00	4.3954	1.43849
Valid N (listwise)	5279				